

STATE OF IOWA



Iowa Technology

Governance Board

Annual Report

January 8, 2007



Iowa Technology Governance Board

State of Iowa Technology Governance Board



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In addition, we would like to acknowledge the ongoing contributions of John Gillispie, Chief Operating Officer of the Department of Administrative Services - Information Technology Enterprise for his leadership and guidance in the development and operation of the Technology Governance Board.

Finally, we would like to recognize Wes Hunsberger and Tom Shepherd for their operational and technical support of the Technology Governance Board and for producing and distributing this publication. Please direct any questions about this *2006 Technology Governance Board Annual Report* to Wes Hunsberger at wes.hunsberger@iowa.gov or (515) 281-6993.



Iowa Technology Governance Board

Foreword

Technology is an integral part of our business and personal lives, affecting virtually everything we do and experience in some form or fashion. This pervasive use of technology has created a critical dependency on information technology (IT) that calls for a specific focus on IT governance. IT governance consists of the leadership, organizational structures, processes, and relational mechanisms that ensure state government's IT sustains and extends government's strategies and objectives.

On the day this report is filed, the Technology Governance Board (TGB) will have been in operation for just over eighteen months. In that time, the TGB members have met a number of challenges in dealing with the complexity and diversity of the executive branch and its demanding technology requirements. In addition to those challenges, the board also believes they have begun to reap the benefits of effective and collaborative information technology governance. At their recent strategic planning session, the TGB laid out the priorities for continuing this work in the coming months.

The TGB provides an information technology governance structure in which all stakeholders, including the information technology professionals, internal customers and related areas such as finance and policymakers have input into key technology investment and strategic decisions. This prevents a single stakeholder from shouldering a disproportionate responsibility for the complex technological issues facing the institutions of government and encourages all stakeholders to participate in the success of the enterprise.

To that end, the TGB oversees the investment and performance of information solutions across executive branch agencies and advises and counsels the Governor on the development, operation, and management of the State's IT investments, resources, and systems.

Signed,

Mollie Anderson

Chair

Iowa Technology Governance Board

Hoover State Office Building – Third Floor

Des Moines, IA 50319



Mollie Anderson
Director, Iowa Department
of Administrative Services



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Executive Summary

In discharging its statutory duties, the TGB supports activities and initiatives aimed at identifying a comprehensive set of information technology standards, services, interfaces, supporting data formats, protocols, and products. In this endeavor, the TGB is taking a holistic approach, looking at state government information systems as a combination of functional users, information technology personnel, business processes and procedures, application software, documentation, commercial off-the-shelf software, computer hardware, networking, and other information technology resources.

In December 2006, the TGB developed a strategic plan containing a vision, mission, goals, and strategies leading to an information technology infrastructure and policies that will enhance and unify the technology infrastructure to support business operations in an electronic government, consistent with the vision of providing sustained support for “*extraordinary customer service*”.

Technology Governance Board Vision

Technology: supporting extraordinary customer service.

Technology Governance Board Mission

The Technology Governance Board maximizes the value of executive branch information technology for Iowa’s citizens by:

- Promoting technology-based innovation.
- Promoting excellence in all aspects of the information technology in state government.
- Reducing duplication of services.
- Supporting high-quality standards-based information technology services.
- Tracking and reporting information technology expenditures.

Technology Governance Board Activities and Initiatives

RFP Reviews

The TGB reviews all information technology (IT) requests for proposals (RFP) from participating agencies prior to issuance for all IT hardware, software development projects, IT services, and IT outsourcing in excess of either \$50,000 or 750 staff hours. The TGB may approve the issuance of the RFP, defer action on the RFP until additional information is submitted, or disapprove the issuance of the RFP. Participating agencies cannot issue an RFP exceeding

either the cost or staff hour threshold without TGB permission. In the past year, over two dozen RFPs have been reviewed.

This RFP review process seeks to ensure the IT goods or services being procured do not duplicate existing services and are compliant with the established enterprise IT standards and architecture. The review also enables the TGB to foster collaboration and cooperation between agencies for IT equipment and software purchases and application development. The TGB enlists the technical assistance of the Joint Council of Chief Information Officers (JCIO) to identify similar applications and equipment within the enterprise. The JCIO review process has identified alternatives for several RFPs, ranging from a state agency performing the work (thus eliminating the need for the RFP) to TGB representatives being included in the RFP development process.

For all RFPs coming before the TGB, a summary (or concept paper) describing the RFP must be submitted by the issuing agency. The concept paper is reviewed by the JCIO, looking for duplication within the enterprise and assessing whether an existing application can be adapted for the agency's use. The JCIO recommendation is then forwarded to the TGB for action.

RFP Review – Future Direction

As the RFP review process has developed, it has become apparent that an awareness of sole source procurement documents would be helpful. This knowledge will help the TGB to further develop and promote partnerships between agencies on similar projects and lead to greater cost savings. Consequently, the TGB has recently decided to begin reviewing sole source procurements for IT purchases over \$50,000 in value. Sole source procurements are defined as “a purchase of a good or service in which the department or agency selects a vendor without engaging in a competitive selection process.”

This review will include only sole source procurements for new IT hardware and software. It will not include upgrades to existing hardware or software, expansions or replacements for existing IT hardware or software, or annual maintenance fees. An upgrade is defined as “additional hardware or software enhancements, extensions, features, options, or devices to support, enhance, or extend the life or increase the usefulness of previously procured information technology devices.”

In addition, RFP concept papers will be reviewed to more readily identify possible components for the service-oriented architecture (SOA) and other IT research projects. To facilitate the review process, those themes and initiatives deemed by the TGB to be important for the enterprise will be identified in the new version of the RFP concept paper.

Approval of IOWAccess Convenience Fees

The TGB is required by the Code of Iowa section 8A.204-3(3f) to approve rates for electronic access to value-added State services from recommendations provided by the IOWAccess Advisory Council. Specifically, the Code of Iowa states:

“Review the recommendations of the lowAccess Advisory Council regarding rates to be charged for access to and for value-added services performed through lowAccess, pursuant to section 8A.221. The board shall report the establishment of a new rate of

change in the level of an existing rate to the department, which shall notify the department of management and the legislative services agency regarding the rate establishment or change.”

Since the board was formed in July of 2005, the TGB has discussed and approved the following rates:

- Public Safety – A \$10 fee for Iowa criminal history record checks with Internet credit card use.
- Public Health – A \$3 fee for licensing public health officials with Internet credit card use.
- Iowa Workforce Development – A \$4.30 to \$18.75 fee range for elevator permitting with Internet credit card use. The fee amount is based on the dollar amount of the permit being issued.

Upon approval by the TGB, both the Department of Management and Legislative Services Agency were notified of the new rates. Agencies implementing the convenience fees understand the rates will be reviewed periodically and adjusted, if necessary.

Service-Oriented Architecture (SOA)

Architecture, in this context, reflects a software design and infrastructure that supports specific functional and operational requirements for the management and processing of data within state government. SOA is centered on common units of work that can be shared by many programs. For example, an airline may provide its flight schedules to many travel sites via a single service. That travel site can, in turn, get flight schedules from many airlines. A software application can be assembled from services, or services can be “exposed” from existing programs.

The SOA Research Project

Late in 2005, the TGB agreed that it needed a “yardstick” for assessing the technology spending under its purview. SOA was chosen as the yardstick because of its potential for strategic impact on state government, as well as its real-world applicability.

To achieve the goal of defining and applying such a standard within state government, the TGB sponsored an Executive Branch SOA project and issued an RFP for a vendor to provide educational and organizational services to the internal SOA Technical Committee. From early April 2006 through the end of July 2006, a SOA Technical Committee guided the delivery of training, best practices, and planning from the selected vendor. The project was completed in August 2006. The deliverables from the SOA Technical Committee are available on the TGB’s website at: http://www.das.iowa.gov/tgb/IT_research/index.html.

Moving Forward With SOA

Based on the recommendations of the SOA Technical Committee and the JCIO, the TGB has formed a SOA Advisory Committee with core members from all three branches of state government. This group will oversee the various standards-setting and research working groups that will drive the implementation of this new architecture.

The Criminal Justice Information Sharing (CJIS) project is the first multi-agency project that will make widespread use of SOA to achieve its goals. The SOA Advisory Committee has been



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invited to participate in the selection of the CJIS project vendor and the eventual delivery of the project. We hope to gather real-world information about SOA and use the knowledge to further the adoption of SOA throughout the State.

Information Technology Standards

Two key responsibilities of the TGB are to develop administrative rules governing the activities of the board and develop and adopt information technology standards applicable to all agencies. The TGB approved two administrative rules and one enterprise standard and is currently reviewing three additional standards. The following rules became effective November 29, 2006:

- Iowa Administrative Code 11—25.9(8A) Adoption of Enterprise Operational Standards - This rule establishes the process for bringing proposed standards to the Technology Governance Board for approval, including a provision for public comment, and the implementation of approved rules by publishing them on the DAS Internet website and providing a notification to participating agencies.
- Iowa Administrative Code 11—25.11(8A) Assessment and Enforcement of Security Operational Standards - This rule establishes the ability of the state Chief Information Security Officer (CISO) to assess compliance with approved security standards and includes appropriate remedies if compliance is not achieved. Since security must be balanced with risk and service delivery, the rule provides for the CISO to exercise limited discretion through a defined process that provides for additional time to achieve compliance or accommodates minor variances from the security standard. The rule seeks to achieve an optimal balance within a controlled framework.

Through the implementation of these administrative rules, the Technology Governance Board has established processes that provide for the efficiency and flexibility needed in the standards-setting process and establishes the authority necessary to assess and enforce information security standards and policies.

The Technology Governance Board approved a wireless networking standard to protect state network resources at agencies using wireless connectivity services. The board is considering two additional standards requiring encryption of confidential information on laptop computers and removable storage devices and another that requires classification of data at each agency to identify all data that must be encrypted.

Information Technology Security

The Technology Governance Board has recognized that an essential part of managing the cost of information technology services is the effective management of risk. Security standards and policies are critical risk management tools. Consequently, one of the Technology Governance Board's highest priorities is an Enterprise IT Security Program. The program is a combination of policies, processes, practices, and tools used to ensure the security of state government information technology systems, services, and data. To achieve this goal, the board is working closely with the state CISO.



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A related priority is the enhancement of business continuity planning encompassing Continuity of Operations (COOP) and Continuity of Government (COG) issues related to information technology in state government. These planning efforts are additional tools in managing risk.

State of Iowa Information Technology Spending

Executive branch agencies were asked to submit a three year projection of information technology spending. The Joint Council of Chief Information Officers (JCIO) reviewed the agency submissions and identified twelve common themes. This will assist the TGB in identifying potential areas for establishing collaborative initiatives and centers of excellence and identify duplicative projects and technologies.

Common Technology Initiatives¹:

1. Document Management/ Electronic Document/Records Services

The computerized management of documents. Document management systems may include the following components:

- An [optical scanner](#) and [OCR](#) system to convert paper documents into an electronic form
- A [database system](#) to organize stored documents and a file management system for document storage
- A search mechanism to quickly find specific documents

2. SOA (Service Oriented Architecture)

An [application architecture](#) centered on common units of work that can be shared by many programs and in which all functions, or services, are defined using a description language and have evocable [interfaces](#) that are called to perform business processes. Each interaction is independent of each and every other interaction and the interconnect [protocols](#) of the communicating devices (i.e., the infrastructure components that determine the communication system do not affect the interfaces). Because interfaces are [platform](#)-independent, a [client](#) from any device using any [operating system](#) in any language can use the service.

3. Authentication and Authorization

Authentication (identity) and Authorization (permission) is a common requirement of applications. These mechanisms protect the identity of users and access to confidential information. Finding common policies and/or systems for this function is important for easier access to government services and data sharing.

¹ For people using the electronic version of this document, clicking on the underlined terms will take you to additional information about the term or concept (assuming you have internet onnectivity).



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4. Wireless Networking Technology

The term used to describe any [computer](#) network where there is no physical wired connection between sender and receiver, but rather the network is connected by radio waves and/or microwaves to maintain communications. Wireless networking utilizes specific equipment in place of wires for connectivity.

5. Storage and Storage Management

Storage is the holding place for digital data and mostly means magnetic disks and tapes and optical discs (CD, DVD, UDO, etc.). Storage management is the administration of any or all of backup, archival, disaster recovery and hierarchical storage management (HSM) procedures within an organization, and includes the management of all data/information in an organization.

6. Messaging Services

Messaging services include the management of voice, fax, instant messages and conventional e-mail messages. This is especially advantageous to mobile users because it allows for the creation of single-point access to messages regardless of whether the individual has been issued a computer or a phone.

7. Hardware Procurement

Procurement is the acquisition of goods or services at the best possible [total cost of ownership](#), in the right quantity and quality, at the right time, in the right place for the direct benefit or use of the governments, corporations, or individuals generally via, but not limited to a contract. Hardware is generally defined as information technology machinery and equipment (CPU, disks, tapes, modem, cables, etc.).

8. Software Procurement

Software is defined as instructions for a computer, and a series of instructions that performs a particular task is called a "program." The two major categories of software are "system software" and "application software." System software is made up of control programs such as the operating system and database management system (DBMS). Application software is any program that processes data for the user (inventory, payroll, spreadsheet, word processor, etc.).

9. GIS Systems and Services

A geographic information system (GIS) is a system for capturing, storing, analyzing and managing data and associated attributes which are spatially referenced to the earth. In the strictest sense, it is a [computer system](#) capable of integrating, storing, editing, analyzing, sharing, and displaying [geographically-referenced](#) information. In a more generic sense, GIS is a tool that allows users to create interactive queries (user created searches), analyze the spatial information, and edit data.

10. Credit Card/Payment Engine

Iowa's existing payment engine is a multiple-entity facility that enables government agencies (including non-state entities) to connect to the merchant acquirer of their choice for the collection of on-line payments by electronic check, debit or credit card. The payment engine uses a 3rd party payment service provider to validate, authorize and collect payments.



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11. Help Desk Services

A help desk is an information and assistance resource staffed to [troubleshoot](#) problems. Agencies often provide help desk support to their customers via a [toll-free number](#), [website](#) and/or [e-mail](#). There are also in-house help desks geared toward providing the same kind of help for [employees](#) only.

12. Information Security

The protection of information from a wide range of threats in order to ensure business continuity, minimize business risk, and maximize return on investments and business opportunities. Three aspects of security generally have to be considered; [confidentiality](#), [integrity](#) and [availability](#).



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State of Iowa Information Technology Savings

The TGB, in cooperation with the agency Chief Information Officers, was able to reduce information technology costs for the third consecutive fiscal year. The cost reduction efforts in fiscal years 2005 and 2006 spurred significant purchases of information technology assets, each with a multi-year useful life. Consequently, the overall projected savings for fiscal year 2007 is reduced from the previous two fiscal years. Cumulatively, the overall information technology cost savings from fiscal years 2005 through 2007 exceeds \$2.7 million. Since technology expenditures are accounted for as a cost of doing business within each statutory program, these technology savings flow directly back to the statutory programs. (For more detailed information, see Appendix F)

During fiscal year 2006, representatives from various executive branch agencies negotiated desktop / laptop hardware and operating system software pricing with the four major vendors holding State contracts. The result of these negotiations was a significant reduction in cost for these commodities. In fiscal year 2007, further cost reductions were negotiated. Additionally, desktop / laptop hardware and operating system software master purchasing agreements were extended to local government agencies at the reduced price. In fiscal years 2006 and 2007 (to date), local government has spent fifteen times the amount of state agencies in purchasing new technology from these contracts. This has been a significant benefit to the citizens of Iowa at all levels.

Reducing the cost of third-party commercial off-the-shelf software has been an ongoing problem. Oracle has become one of the major players in the software industry through multiple acquisitions of major software development and service companies. Because they hold such a commanding market share, they have been, much like Microsoft, unwilling to negotiate the pricing of their products. And, like Microsoft, their products require constant vigilance on the part of the support staff to install software patches to maintain the integrity and security of their products. Oracle's technical support has been outsourced and automated, requiring customers like the State of Iowa to obtain support from the automated Oracle systems. Contact with an Oracle support specialist is available only if the State pays substantial fees for the privilege. This pricing and support strategy on the part of our major software vendors has provided substantial impediments to reducing the overall cost of operations.

A new initiative to promote and prioritize cost savings for the enterprise is planned in calendar year 2007. This will include proposals to increase the overall volume of purchases from master agreements to improve the economies of scale for all state information technology purchases and recommendations for increased consolidation and establishment of new shared services.

Five Year Projection of Cost Savings

The cost savings table in Appendix F reflects actual savings for fiscal years 2005 and 2006 and projects cost savings for fiscal year 2007. As noted in the previous section, there are a number of initiatives planned or currently underway that will result in additional cost savings. There are also a number of factors that mitigate the TGB's ability to project future year cost savings. Most problematic are the non-competitive pricing policies of the large information technology hardware and software companies and the highly volatile economics of the technology itself. In

both our business and personal lives, we see the type and cost of technology changing, in some cases dramatically, in two to three year cycles.

The JCIO, with the support of the TGB, has pursued a number of business strategies to reduce costs and leverage additional funds, where possible. These strategies include:

- Light Detection And Ranging (LIDAR)² - possible infrastructure and storage savings with a LIDAR partnership between the Departments of Transportation and Natural Resources.
- Joint Forces Headquarters (JFHQ) Business Continuity Center - Infrastructure and data recovery capabilities are being expanded for use by multiple agencies.
- Oracle Center of Excellence - Staff efficiencies and attempts to leverage the purchasing power with multiple agency participation.
- Security – Implementation of a laptop encryption product to decrease the risk of data loss from lost or stolen laptop computers.
- Electronic Authentication and Authorization - Expansion of the use of a common methodology that can be used internally and externally, saving time and effort in its reusability.
- E-mail - DNR will be migrating in 2007 to the Microsoft Exchange e-mail platform, further standardizing executive branch e-mail systems.

Collaboration efforts include:

- Iowa Geographic Information Council (IGIC) and State Agencies collaborating on geographic information system (GIS) tools. An RFP for software is being developed to enable competitive bids, yet enable the continued leverage of existing infrastructure. This is a partnership between state and local governmental entities.
- IOWAccess Projects – IOWAccess is extending funding to local government projects as well as executive and judicial branch projects.

Leveraging of outside funds includes:

- The Departments of Public Health and Natural Resources working together to receive Environmental Protection Agency (Federal) grants.
- Synchronization of Software Contract Renewals - This will increase the purchasing/planning power of federal, state, and local funding.
- Open Source - leveraging the usage of this technology will save licensing/consulting fees.

² Light Detection And Ranging uses the same principle as RADAR. The LIDAR instrument transmits light out to a target. The transmitted light interacts with and is changed by the target. Some of this light is reflected / scattered back to the instrument where it is analyzed. The change in the properties of the light enables some property of the target to be determined. The [time](#) for the light to travel out to the target and back to the lidar is used to determine the range to the target.



Appendix A. Technology Governance Board Membership, Duties, and Responsibilities

The TGB is comprised of individuals from state agencies responsible for state agency business operations and two public members with information technology backgrounds.

Figure 1. Technology Governance Board Table of Organization

Technology Governance Board Chair				
Mollie Anderson Department of Administrative Services				
Department of Management Designee	Large Agency Representatives	Medium Agency Representatives	Small Agency Representative	Public Members
Mike Tramontina Department of Management	Nancy Richardson Department of Transportation	Tom Gronstal Commerce Department	Karen Misjack Iowa College Student Aid Commission	Sandra Cowie Principal Financial
	Jan Clausen Department of Human Services	Mark Schuling Department of Revenue		Vacant
	LeLoie Dutemple Iowa Workforce Development			

Technology Governance Board Duties and Responsibilities

The TGB is responsible for reviewing and reporting on total annual technology expenditures and preparing estimates for the amount of technology spending to be requested for the succeeding fiscal year for all state agencies. The board must develop a projection of technology cost savings, an accounting of the level of technology cost savings for the current fiscal year, and a comparison of the level of technology cost savings for the current fiscal year with that of the previous fiscal year.

In conjunction with the Department of Administrative Services, the Technology Governance Board is responsible for developing and adopting information technology standards applicable to all participating agencies.

The Technology Governance Board structure was developed to ensure the information technology community in state government is responsive to the business requirements of government for the provision of relevant, high quality, appropriately priced services. This empowers the internal business customers to be the drivers of information technology services by choosing the products and services that best meet their needs, enabling state agencies to better serve their customers—the citizens of Iowa.

Appendix B. TGB Annual Report Terminology

Information technology means computing and electronics applications used to process and distribute information in digital and other forms and includes information technology devices and information technology services.

Information technology device means equipment or associated software, including programs, languages, procedures, or associated documentation, used in operating the equipment which is designed for utilizing information stored in an electronic format. Information technology device includes but is not limited to computer systems, computer networks, and equipment used for input, output, processing, storage, display, scanning, and printing.

Information technology services means services designed to do any of the following:

- a. Provide functions, maintenance, and support of information technology devices and facilities.
- b. Provide services including, but not limited to, any of the following:
 1. Computer systems application development and maintenance.
 2. Systems integration and interoperability.
 3. Operating systems maintenance and design.
 4. Computer systems programming.
 5. Computer systems software support.
 6. Security relating to information technology.
 7. Data management.
 8. Information technology education.
 9. Information technology planning and standards.
 10. Computer networking.

Joint Council of Information Officers (JCIO) was formed by the TGB as an advisory group to review RFPs and explore technology initiatives and make recommendations. Representing over 90% of the information technology expenditures in the executive branch, the JCIO has initiated several projects in the areas of security, infrastructure/networking, purchasing and business processes and reports their findings and progress to the TGB. The JCIO is comprised of the enterprise Chief Information Officer from the Department of Administrative Services and the agency Chief Information Officers from the departments of Corrections, Education, Human Services, Public Health, Public Safety, Natural Resources, Revenue, Transportation; Iowa Workforce Development; and the Iowa Veteran's Home.

Service Oriented Architecture is an architecture that is centered on common units of work that can be shared by many programs. For example, an airline may provide its flight schedules to many travel sites via a single service. Conversely, a travel site can get flight schedules from many airlines. A software program can be assembled from services, or services can be "exposed" from existing programs.



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Appendix C. TGB Annual Report - Agencies Participating in the Survey of Information Technology Costs

Forty (40) organizations are considered mandatory and were required to complete IT spreadsheets for their organizations. Ten (10) organizations are excluded from the report and are not required to participate.

Participating Agencies, Boards, and Commissions

Administrative Services	Human Services
Blind, Department for the	Inspections & Appeals
Civil Rights	Iowa Communications Network
College Student Aid Commission	Iowa Finance Authority
Commerce - Alcoholic Beverages	Iowa Law Enforcement Academy
Commerce - Banking	IPERS
Commerce - Credit Union	Management
Commerce - Insurance	Natural Resources
Commerce - Professional Licensing & Regulation	Office on Drug Control Policy
Commerce - Utilities	Parole Board
Corrections	Public Defense - Homeland Security – Emergency
Cultural Affairs	Mgmt
Economic Development	Public Employment Relations Board
Education	Public Health
Education - Library Services	Public Safety
Education - Vocational Rehabilitation	Revenue
Elder Affairs	Transportation
Ethics & Campaign Disclosure	Veterans Affairs
Governor's Office	Veterans Affairs - Iowa Veterans Home
Human Rights	Workforce Development

Non-Participating Agencies

Agriculture and Land Stewardship	Justice – Attorney General
Board of Regents	Legislative Branch
Iowa Lottery Authority	State Auditor
Iowa Public Television	State Treasurer
Judicial Branch	Secretary of State

Appendix D. Information Technology Personnel Spending

Personnel Spending includes salary, state-provided benefits, travel, training, paid overtime, and other related expenditures for all information technology job classifications and non-information technology job classifications having assigned information technology duties. Agencies have included FTEs and the associated expenditures for each reporting year. While most IT personnel costs are associated with individuals classified in various information technology job classifications maintained by the Human Resources Enterprise (HRE), it is recognized that agencies receive IT support from staff in non-IT job classifications. The second table in this appendix contains information on the non-information technology job classifications with assigned information technology duties. Approximately 15% of IT personnel are in a non-IT job class, approximately 10% of IT classified positions are not considered to be solely in the IT area (such as data entry operators) and 75% of IT personnel are in IT classified positions

All Information Technology Classifications (All dollar amounts in thousands)

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Info Specialist 1	1.00	\$ 42	2.75	\$ 137	3.00	\$ 151	3.00	\$ 159
Info Specialist 2	3.00	\$ 166	1.00	\$ 54	1.00	\$ 57	1.00	\$ 59
Info Specialist 2 - Non Union	1.00	\$ 9	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Specialist 3	4.00	\$ 263	3.00	\$ 217	3.00	\$ 226	2.00	\$ 166
Info Specialist 3 - Non Union	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Admin 1	3.50	\$ 294	3.50	\$ 322	2.50	\$ 227	3.00	\$ 307
Info Tech Admin 2	22.50	\$ 2,071	21.50	\$ 2,364	22.00	\$ 2,471	22.00	\$ 2,528
Info Tech Admin 3	8.25	\$ 766	9.00	\$ 1,002	9.75	\$ 1,119	9.00	\$ 1,045
Info Tech Admin 4	4.00	\$ 392	3.00	\$ 416	3.00	\$ 416	3.00	\$ 429
Info Tech Enterprise Expert	10.00	\$ 1,298	11.00	\$ 1,410	11.00	\$ 1,482	12.00	\$ 1,634

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Info Tech Enterprise Expert - Non Union	0.00	\$ 59	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Specialist 1	4.50	\$ 234	4.00	\$ 213	3.00	\$ 169	3.00	\$ 169
Info Tech Specialist 1 - Non Union	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Specialist 2	53.25	\$ 2,929	54.00	\$ 3,299	53.75	\$ 3,498	56.75	\$ 3,791
Info Tech Specialist 2 - Non Union	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Specialist 3	87.25	\$ 5,894	87.50	\$ 6,321	81.00	\$ 6,003	85.00	\$ 6,334
Info Tech Specialist 3 - Non Union	0.00	\$ -	1.00	\$ 42	1.00	\$ 62	1.00	\$ 66
Info Tech Specialist 4	178.75	\$ 13,906	181.00	\$ 14,864	198.75	\$ 16,713	196.00	\$ 16,737
Info Tech Specialist 4 - Non Union	2.00	\$ 171	2.00	\$ 176	2.00	\$ 234	2.00	\$ 234
Info Tech Specialist 5	149.00	\$ 13,186	165.00	\$ 16,387	164.50	\$ 16,663	153.00	\$ 15,737
Info Tech Specialist 5 - Non Union	3.00	\$ 285	3.00	\$ 302	4.00	\$ 403	4.00	\$ 389
Info Tech Supervisor 1	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Supervisor 2	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Support Worker 1	1.00	\$ 35	1.00	\$ 40	3.00	\$ 116	3.00	\$ 116
Info Tech Support Worker 1 - Non Union	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Info Tech Support Worker 2	21.25	\$ 928	20.50	\$ 901	22.25	\$ 986	22.25	\$ 995
Info Tech Support Worker 2 - Non Union	0.00	\$ -	0.25	\$ 2	0.00	\$ -	0.00	\$ -
Info Tech Support Worker 3	22.00	\$ 907	19.75	\$ 942	20.00	\$ 993	21.00	\$ 1,083
Info Tech Support Worker 3 - Non Union	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Info Tech Support Worker 4	13.00	\$ 557	12.25	\$ 652	9.75	\$ 495	7.50	\$ 387
Info Tech Support Worker 4 - Non Union	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Information System Specialist 1	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Information System Specialist 2	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Information System Specialist 3	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Information Technology Spec	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Other personnel classifications (line 113)	74.00	\$ 5,325	79.25	\$ 6,089	82.25	\$ 6,414	98.00	\$ 7,425
All Classifications TOTAL	666.25	\$ 49,678	685.25	\$ 56,156	700.50	\$ 58,905	707.50	\$ 59,797

All Non-Information Technology Classifications with Assigned IT Duties (All dollar amounts in thousands)

The TGB survey instrument provided agencies with a means to report FTEs in non-information technology job classifications that have assigned information technology duties. Agencies were instructed to report FTEs if the position is used at least 25% of the time in providing information technology services.

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Accounting Technician 1	0.25	\$ 11	0.25	\$ 11	0.50	\$ 25	0.50	\$ 25
Admin Assistant 1	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.00	\$ 51
Admin Assistant 2	6.00	\$ 330	6.00	\$ 348	6.00	\$ 356	7.00	\$ 420
Admin Assistant 3	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Admin Assistant 4	2.00	\$ 116	2.00	\$ 126	2.00	\$ 143	2.00	\$ 143
Admin Assistant 5	1.00	\$ 73	1.00	\$ 81	1.00	\$ 96	1.00	\$ 96
Admin Intern	0.50	\$ 12	0.00	\$ -	0.00	\$ -	0.00	\$ 25
Bank Examiner	3.00	\$ 195	2.00	\$ 210	2.00	\$ 160	2.00	\$ 171
Bank Examiner Supervisor	1.00	\$ 116	1.00	\$ 126	1.00	\$ 132	1.00	\$ 138
Budget Analyst 3	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Clerk-Advanced	6.00	\$ 249	6.00	\$ 258	6.00	\$ 270	6.00	\$ 270
Communications Technician 2	2.25	\$ 146	2.25	\$ 143	2.25	\$ 149	2.25	\$ 149
Communications Technician 3	1.75	\$ 115	1.75	\$ 117	2.00	\$ 141	2.00	\$ 141
Credit Union Examiner	1.00	\$ -	1.00	\$ 59	1.00	\$ 62	1.00	\$ 66
Credit Union Examiner Senior	1.00	\$ 27	1.00	\$ 101	1.00	\$ 106	1.00	\$ 115

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Dir Dept Of Info Tech	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.00	\$ 132
Environmental Engineer	0.25	\$ 18	0.25	\$ 19	0.25	\$ 20	0.25	\$ 20
Environmental Program Supv	0.25	\$ 22	0.25	\$ 23	0.25	\$ 23	0.25	\$ 23
Environmental Specialist	3.50	\$ 203	3.50	\$ 213	3.50	\$ 222	3.50	\$ 222
Environmental Specialist Senior	4.50	\$ 322	4.50	\$ 339	4.50	\$ 354	4.50	\$ 354
Exec Dir/Ia Tele & Tech Comm	0.00	\$ 98	0.00	\$ 86	0.00	\$ 91	0.00	\$ -
Exec Off 1	2.00	\$ 134	2.00	\$ 140	2.00	\$ 145	2.00	\$ 145
Exec Off 2	3.75	\$ 318	6.75	\$ 566	7.25	\$ 606	4.75	\$ 428
Exec Off 2 - Non Union	1.00	\$ 88	1.00	\$ 91	2.00	\$ 190	2.00	\$ 200
Exec Off 3	2.00	\$ 288	4.25	\$ 379	5.00	\$ 449	5.00	\$ 524
Exec Off 4	3.00	\$ 337	3.00	\$ 348	2.00	\$ 239	2.00	\$ 238
Exec Off 5	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Exec Secretary	0.75	\$ 42	0.75	\$ 44	0.75	\$ 46	1.75	\$ 123
Field Auditor	1.25	\$ 67	1.25	\$ 69	1.25	\$ 71	1.25	\$ 73
Geologist 2	1.00	\$ 57	1.00	\$ 62	1.00	\$ 62	1.00	\$ 62
Geologist 4	0.25	\$ 22	0.25	\$ 23	0.25	\$ 25	0.25	\$ 25
Graphic Artist	0.00	\$ -	0.00	\$ -	0.00	\$ -	2.00	\$ 100
Health Professions Investigator	1.00	\$ 74	1.00	\$ 82	1.00	\$ 84	1.00	\$ 85
Human Resources Associate	0.25	\$ 12	0.25	\$ 13	0.00	\$ -	0.00	\$ -

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Library Consultant	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Mail Clerk 1	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.00	\$ 34
Mail Clerk 2	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.00	\$ 53
Management Analyst 2	4.00	\$ 242	3.00	\$ 199	1.00	\$ 68	1.00	\$ 68
Management Analyst 3	1.75	\$ 143	1.00	\$ 85	2.75	\$ 240	3.00	\$ 269
Management Analyst 4	1.00	\$ 83	3.00	\$ 273	3.00	\$ 255	3.00	\$ 269
Natural Resources Aide	0.50	\$ 24	0.50	\$ 25	0.50	\$ 26	0.50	\$ 26
Program Administrator	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Program Planner 1	0.25	\$ 11	0.25	\$ 12	0.25	\$ 12	0.25	\$ 12
Program Planner 2	2.25	\$ 127	2.25	\$ 143	2.25	\$ 147	2.25	\$ 151
Program Planner 3	2.00	\$ 147	2.00	\$ 153	2.00	\$ 157	2.00	\$ 161
Public Service Executive 1	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.00	\$ 87
Public Service Executive 2 - HRE Code 782	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Public Service Executive 3 - HRE Code 784	2.75	\$ 252	2.50	\$ 244	2.50	\$ 263	2.50	\$ 275
Public Service Executive 5 - Hre Code 787	1.50	\$ 188	1.50	\$ 194	1.50	\$ 201	1.50	\$ 208
Purchasing Agent 3	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Reproduction Equipment Leader	0.00	\$ -	0.00	\$ -	0.00	\$ -	1.00	\$ 55
Reproduction Equipment Oper 2	0.00	\$ -	0.00	\$ -	0.00	\$ -	7.00	\$ 357
Secretary 1	0.75	\$ 21	0.75	\$ 21	1.75	\$ 54	2.75	\$ 106

Personnel Classification	Fiscal Year 2005		Fiscal Year 2006		Fiscal Year 2007		Fiscal Year 2008	
	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits	State FTE	Cost w/benefits
Secretary 2	1.50	\$ 83	2.50	\$ 135	3.00	\$ 153	3.00	\$ 156
Secretary 2 - Non Union	1.25	\$ 63	1.00	\$ 56	1.00	\$ 59	1.00	\$ 62
Senior Svc Spec For The Blind 2	0.50	\$ 54	0.50	\$ 68	0.50	\$ 68	0.50	\$ 68
Senior Svc Spec For The Blind 3	1.00	\$ 81	1.00	\$ 101	1.00	\$ 101	1.00	\$ 101
Sergeant	1.00	\$ 93	1.00	\$ 93	1.00	\$ 96	1.00	\$ 96
Social Worker 4	0.00	\$ -	0.00	\$ -	0.00	\$ -	0.00	\$ -
Statistical Research Analyst 3	1.00	\$ 61	1.00	\$ 64	1.00	\$ 69	1.00	\$ 69
Telecommunications Design Spec	0.00	\$ -	0.00	\$ -	0.25	\$ 21	0.25	\$ 21
Training Specialist 1 - Hre Code 763	0.25	\$ 15	0.00	\$ -	0.00	\$ -	0.00	\$ -
Transportation Div Director	1.00	\$ 135	1.00	\$ 133	1.00	\$ 144	1.00	\$ 144
Word Processor 2	0.25	\$ 11	0.25	\$ 12	0.25	\$ 13	0.25	\$ 13
Other personnel classifications TOTAL	74.00	\$ 5,326	79.25	\$ 6,088	82.25	\$ 6,414	98.00	\$ 7,425

Appendix E. Technology Equipment and Services Spending

	FY 2005 Expenditures	FY 2006 Expenditures	FY 2007 Budgeted ^{Note 2}	FY 2008 Budgeted ^{Note 2}
Professional Information Technology Services	-	14,381,627	-	-
Professional Information Technology Services Travel	-	10,150	-	-
Professional Employment Organization Services	-	281,445	-	-
Total Outside Services	<i>Note 1</i>	\$14,673,222	\$ 16,365,099	\$ 13,683,214
Information Technology Hardware And Software; Networking Services; And Maintenance	\$ 44,315,615	\$ 43,800,656	\$ 50,539,052	\$ 46,685,763
Grand Total IT Expenditures	-	\$ 58,473,878	\$ 66,904,151	\$ 60,368,977

Note 1: For Fiscal Year 2005, all “outside services” of all types (IT and non-IT) were totaled together. There was no way of determining the total for just the information technology outside services. Changes in the account code structure beginning in fiscal year 2006 allow us to break out these costs.

Note 2: The FY 2007 Outside Services amounts are projections based on fiscal year-to- date expenditures. The FY 2008 Outside Services amounts are based on projected trends and workloads.

IT Expenditures - Iowa Communications Network (ICN) and DAS-ITE Reimbursements

This chart reflects the cost of information technology goods and services provided to state agencies by DAS-ITE and the ICN.

Expenditure Category	FY 2005 Expenditures	FY 2006 Expenditures	FY 2007 Revised Budget	FY 2008 Budget Request
ICN Reimbursements				
Installation/Hookup Data Lines	\$ 109,763	\$ 293,591	-	-
ICN Data Usage	\$ 5,540,153	\$ 5,688,322	-	-
Communication Rentals	\$ 719,820	\$ 717,529	-	-
Telephone and Telegraph	\$ 10,183,577	\$ 9,829,780	-	-
Modem Rental	\$ 80,153	\$ 85,731	-	-
Internet Service	\$ 155,326	\$ 201,351	-	-
ICN Internet Usage	\$ 5,294	\$ 10,773	-	-
Total ICN Reimbursements <i>Note 1</i>	\$ 16,794,086	\$ 16,827,077	\$ 16,827,077	\$ 16,827,077
DAS-ITE Reimbursements				
Reimburse ITE Services	\$ 20,873,056	\$ 19,895,247	-	-
ITE Iowa Financial Accounting Utility	\$ 378,338	\$ -	-	-
ITE Human Resource Information System Utility	\$ 709,550	\$ 787	-	-
ITE Directory Services Utility	\$ 165,166	\$ 150,238	-	-
I/3 System Utility	\$ 765,945	\$ 1,789,494	-	-
Total DAS-ITE Reimbursements	\$ 22,892,055	\$ 21,835,766	\$ 28,416,729	\$ 26,965,973
Fiscal year total Reimbursements	\$ 39,686,141	\$ 38,662,843	\$ 54,327,806	\$ 43,793,050

Note 1: FY 07 and FY 08 budget amounts include voice and video in addition to data communications services. The FY 06 amount was repeated for FY 07 and FY 08.

Appendix F. Recap of Fiscal Year 2005, 2006, and 2007 Savings

	Fiscal Year 2005			Fiscal Year 2006			Fiscal Year 2007		
	Units	Unit Savings	Total Savings	Units	Unit Savings	Total Savings	Estimated Units	Estimated Unit Savings	Total Estimated Savings
Desktop Purchasing	2,438	\$107	\$260,401	1,585	\$258	\$409,508	1,497	\$ 65	\$ 97,305
High-End Desktop ^{Note 1}	N/A	N/A	N/A	N/A	N/A	N/A	512	\$ 80	\$ 40,960
Laptop Purchasing	481	\$266	\$128,164	156	\$262	\$40,948	283	\$184	\$ 52,072
IBM Passport Licenses	N/A	N/A	\$14,618	N/A	N/A	\$8,250	N/A	N/A	N/A
Computer Associates Software Agreement	N/A	N/A	\$296,413	N/A	N/A	\$40,641	N/A	N/A	N/A
Oracle Licenses	N/A	N/A	\$107,941	N/A	N/A	\$33,317	Note 2		
Veritas Email Enterprise Vault	5,520	N/A	\$64,584	N/A	N/A	\$ 34,861	N/A	N/A	N/A
Mainframe Expenses ^{Note 3}	N/A	N/A	\$76,908	N/A	N/A	\$323,668	N/A	N/A	\$682,500
SSL Certificates	14	\$601	\$8,410	23	\$570	\$13,110	N/A	N/A	N/A
	FY05 Savings		\$ 957,439	FY06 Savings		\$ 904,303	FY07 Savings (Projected)		\$ 872,837

Note 1: To better address agency's business requirements, beginning in FY 2007 desktop computer systems were designated as "Standard Desktop PCs" and "High-end Desktop PCs".

Note 2: Oracle has changed their marketing strategy, and further savings could not be realized for the enterprise in FY07. Additionally, Microsoft's current marketing strategy does not realize savings for the enterprise in FY07. A new initiative to determine savings for the enterprise is planned in calendar year 2007.

Note 3: In Fiscal Years 2005 and 2006, Mainframe Expenses consisted of mainframe leases only. In FY 2007, this category includes all savings associated with the consolidation of the Iowa Workforce Development mainframe into the DAS-ITE data center.